Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(a) Guidelines for clarity, consistency or efficiency in operation

Organisation* (Case reference)	**Administrative Enhancement**
EMB (2007/2793)	New circular issued, detailing guidelines for implementation, to clarify that a special school can employ a substitute nurse direct or through a medical service organisation
FEHD (2007/3301)	Guidelines drawn up on the timeframe to submit food samples to Government Laboratory or other food testing organisations for analysis or testing
FEHD (2006/4616)	New guidelines issued on handling articles used in promotional activities in private places: namely, FEHD staff either to notify the landlord or management office concerned for necessary action, or to take enforcement action if the articles caused sanitary nuisance
HAD (2007/2444)	Reminder issued to all staff (including Access to Information Officers) to ensure compliance with the Code on Access to Information when handling requests for information
HD (2006/1735)	Guidelines revised on issue of Letter of Assurance# to tenants who temporarily do not or cannot occupy their flats and have to surrender them, to remind staff to liaise proactively with such tenants to assure them not to worry about losing their home on return *(# The letter assures the tenant that a flat will be allocated to him/her when public housing is needed again.)*
JO (BD & FEHD) (2007/3680 & 3752)	Reminder issued to staff requiring use of a properly signed "Notice of Appointment" for gaining entry into a flat suspected to be causing seepage
T & ELA (2006/3195)	Guidelines revised to include factors to be taken into account when considering an application for relocating an amusement game centre
VTC (2007/1336)	New system introduced for renting car parking spaces at the Institute of Vocational Education (Tsing Yi Campus) to evening students

* See Table 3 for the full name of the organisation against the acronym.

Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(b) Better arrangements for inter-departmental co-ordination

Organisation* (Case reference)	**Administrative Enhancement**
EMSD (2006/1597-8)	In traffic accidents resulting in damage to road facilities, EMSD to coordinate with Highways and Transport Departments in recovering costs and issue a consolidated demand note to the driver concerned
FEHD (2006/0757)	New arrangements made for FEHD to reduce processing time for delivering exhibits for testing to, and collecting the test results from, the Department of Health and Government Laboratory
HyD (2006/3602)	Arrangements made with the Transport Department and the Police Road Management Office for better coordination and hence speedier trial of temporary traffic arrangements for road works and earlier approval for commencement of works
JO (FEHD& BD) and WSD (2006/1163-4 & 1399)	WSD agreement to issue a Notice of Disconnection of Water Supply to the flat owner causing the seepage, based on JO's finding of water pipe leakage from the flat

* See Table 3 for the full name of the organisation against the acronym.

Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(c) Measures for better public enquiry/complaint handling	
Organisation* (Case reference)	**Administrative Enhancement**
BD (2006/0819)	New performance pledge for handling complaints against unauthorised building works and for replying substantively within 30 days after inspection
FEHD (2006/1617)	A Risk Assessment Report on Dyes for Testing Water Seepage and a Line-to-take on the health hazard of water colour test issued to enable frontline staff to answer public enquiries
GS (CS's Office) – ICC (2007/2441)	ICC's voice mailbox capacity increased from 1 to 4 hours and equipped with automatic surveillance system to monitor the residual capacity regularly
HA (2006/3548)	Procedures set for the Public Complaints Committee to enquire monthly with the Coroner's Court direct for decisions on death inquests, to avoid delay in handling complaints by families of the deceased
Imm D (2006/3194)	Response time stipulated for the Foreign Domestic Helper Section to answer public enquiries and procedural guidelines issued for the Department's general hotline to advise enquirers of the response time before referring the enquiry to the Section
JO (BD & FEHD) (2007/2653 & 2654)	Reminders issued for staff to bring up seepage cases every two weeks until conclusion to ensure close supervision of frontline staff action, especially on contacting the complainant for early collection of seepage samples
Lands D (2007/2487)	New form introduced for use by frontline staff for recording verbal complaints, thereby reducing the number of non-pursuable complaints due to lack of details or contact information
PO (2006/1031)	Complaint handling procedures revised so that, apart from an auto-reply to an email enquiry, a follow-up email is issued with details of the contact officer to facilitate further enquiry

* See Table 3 for the full name of the organisation against the acronym.

Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(d) Measures for better service

Organisation* (Case reference)	**Administrative Enhancement**
BD (2006/3591)	Guidelines issued requiring staff to write to owners of unauthorised building works on BD's findings as soon as possible after compliance inspection
FEHD (2006/1994)	New surface channel constructed to prevent waste water from overflowing
FEHD (2007/2023)	New tender specifications drawn up, after consultation with the Police and the Environmental Protection Department, on PA systems to be used in Chinese New Year fairs in Victoria Park to cut noise nuisance
EMB (2006/1696)	Policy revised to allow special schools under different sponsors to appoint an educational psychologist jointly, as with non-special schools
Lands D (2006/4313)	Departmental guidelines revised to refund deposits, upon termination of short-term tenancies, within one month after site vacation for a straightforward case
Lands D (2007/2295)	In-house working group set up to re-engineer the processing of applications for rebuilding small houses and more efficient processing system subsequently implemented
PO (2006/3784)	The mail tracing system improved to monitor movement of unsuccessfully delivered mail items; the mailbox capacity of individual officers increased for larger volume of email

* See Table 3 for the full name of the organisation against the acronym.

Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(e) Clearer information to the public

Organisation* (Case reference)	**Administrative Enhancement**
FEHD & HAD (2004/3077-8)	FEHD Guide to Application for Outside Seating Accommodation revised to incorporate the requirement for local consultation through HAD District Offices
HKEAA (2007/2534 & others)	Clearer instructions to candidates on possible penalty for writing beyond the prescribed word limit for the "Use of English" paper and on marking schemes for unanswered questions for other papers
Lands D (2005/3793)	A pamphlet entitled "Calculation of Forbearance Fee for Commerce Use in Existing Industrial Buildings" prepared and uploaded to the Department's website for information of shop owners intending to apply for lease modification

(f) Training for staff

Organisation* (Case reference)	**Administrative Enhancement**
EMB (2006/1786)	Briefing and experience-sharing sessions organised to enhance staff understanding of school registration matters; "Frequently Asked Questions" developed and posted on the Bureau's intranet for reference
HD (2006/2329)	Case-sharing organised and internal email and circulars issued to enhance staff understanding of the established policy for transfer of tenancy in divorce cases

* See Table 3 for the full name of the organisation against the acronym.